

Written Operations Plan Guidelines

This is an outline of what must be provided in the plan. This is an outline only and you can expand upon any area as you see fit. The more detailed you can be in each area, the higher your potential grade. ALL ELEMENTS MUST BE INCLUDED. PLEASE FOLLOW THIS FORMAT AS CLOSELY AS POSSIBLE.

PART ONE

Introduction

Event Name

Team member Names

Logo

Table of Contents

“Subject to Change and Modification”

Last Amended Date

Event Mission

Event mission statement. Why does your event exist?

Event Goals

State event goals. Understand and articulate the goals. Recognize that goals must be measurable.

Background/Event Description

Provide a detailed and comprehensive background of your event. Explain the overall concept, the theme/decor/layout and any unique elements.

PART TWO

Organizational Chart/Job Descriptions

Create an actual organizational chart. Name and explain positions of the organization/event. Create a contact chart to support your organizational chart including emails and cell numbers. Where do you fit in the organization? Include a one- or two-line job description for all positions.

Location/Hours

Where does your event take place? What are your event hours?

Sustainability Plan

How will you make this event as sustainable as possible utilizing what you have learned in this course?

PART THREE

Access and Inclusion Plan

How will you make this event accessible and inclusionary for all employees and patrons?

Flow/Layout/Design

What is the layout of the event and how will it flow? What elements of design will be incorporated and how will you enhance the customer experience? Include visuals - photos, diagrams, floor plans, etc. Fully explain how people will enter/exit your event in a manner.

PART FOUR

Employee/Volunteer Policies and Procedures

Address all potential employee issues to include:

- Absence/Tardiness
- Employee Assistance Programs
- Employee Perk Programs
- Alcohol/Drug
- Smoking
- Potential health issues
- Others as needed

Customer Service Policies, Procedures, Rules & Guidelines

These are the policies, procedures, rules and guidelines for how you treat and handle your customers. Include how you will deal with customer issues.

Accounting Policies and Procedures/Finance

How are expenses handled? How is income handled? Who has spending approval rights? Who oversees the budget?

PART FIVE

Security/Safety/Risk Management Plan

- SWOT Analysis
- Who is granted access to the secure areas and how will they be identified? What are your security policies and procedures?
- Are there specific opening and closing policies and procedures?
- How will you ensure a safe and secure environment to the best of your abilities?
- Who is responsible for security?
- How are emergencies handled?

Overall Planning Schedule

Planning schedule of activities and staffing from start of planning until day of event.

Overall Day of Event Schedule/Running Order

Complete details for day of event operations including schedule of activities, staffing, meetings, etc.

Human Resource Training/Certification Schedule

Daily/Monthly schedule of training activities, check-ins, policies and procedures. How will you ensure that your staff is appropriately trained?

PART SIX

Evaluation Procedures

How will you formally evaluate success of event, both qualitatively and quantitatively?

Additional Details/Addendum: Add in any other items/diagrams/visuals, etc. that you feel are relevant to your project.

AS NOTED, THE MORE DETAILED YOU CAN BE AND THE MORE EXAMPLES YOU CAN PROVIDE THE GREATER YOUR OPPORTUNITY FOR SUCCESS ON THE PROJECT.

Emergency Communications Plan – [Event Name]

Purpose

This Emergency Communications Plan defines the protocol for responding to incidents that may impact safety, operations, reputation, or continuity of the event. It outlines how and when communications will be issued, who is responsible for internal and external messaging, and the pathways for escalating information. The goal is to ensure rapid, coordinated communication that minimizes confusion, supports decision-making, and protects people and property.

Applicability

This plan applies to:

- Any life safety incident (e.g., injury, fire, structural damage)
 - Disruptions to core services (e.g., power outage, internet failure, transportation issues)
 - Weather threats
 - Security concerns (e.g., protest activity, unauthorized access, threat)
 - Any event requiring emergency personnel or evacuation
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Incident Classification

Level	Description	Examples
Level 1 – Low	Limited in scope. Resolved internally. No client/public impact.	Minor injury, isolated technical issue.
Level 2 – Moderate	Affects one or more departments. Client must be informed.	Partial power failure, high-profile delay.
Level 3 – High	Requires shutdown, evacuation, or external emergency response.	Fire alarm, protest, medical emergency, severe weather.

Core Roles & Responsibilities

Role	Responsibility
Executive Producer	Final authority for public and client-facing messaging. Owns major decisions.

Role	Responsibility
Technical Director	Coordinates vendor/technical response; advises on system impact.
Show Caller	Controls in-room messaging and cues. Suspends/resumes show activities.
Site Operations Lead	Manages crew movement, staging, access control, and venue coordination.
Health & Safety Officer	Interfaces with emergency services, documents incidents, initiates evacuations if needed.
Communications Lead (PR or Account Manager)	Drafts internal + external language for client, attendees, press, and partners.

Immediate Response Protocol (All Incidents)

Step	Action	Responsibility	Timing
1	Detect and report issue	First responder / team member	Immediate
2	Notify department lead or safety officer	Department member	Within 1 minute
3	Activate emergency chain	Safety Officer or EP	Within 2 minutes
4	Pause all show activity (if needed)	Show Caller	As directed
5	Assess impact and classify incident	EP + TD + Safety	Within 5 minutes
6	Begin documentation	Safety Officer	Start immediately
7	Issue holding comms (if appropriate)	EP or Comms Lead	Within 10 minutes

Communication Pathways

Internal (Crew, Staff, Vendors)

- **Primary: Radio / Onsite PA / Microsoft Teams alert**
- **Secondary: Group SMS via preloaded system (e.g., AlertMedia, Everbridge)**
- **Email follow-up within 30 minutes (Level 2+) to document incident and actions**

Client/Stakeholder Messaging

- **Initial briefing by Executive Producer**

- Summary and timeline of actions
- Client may approve or co-author external messaging

Attendee/Public Messaging (Level 2 or 3 only)

- Authorized only by Executive Producer or designated Communications Lead
- Delivery via:
 - In-room announcement (through Show Caller)
 - Screens or signage (pre-approved slides/templates)
 - Mobile app or attendee alert system (if available)
 - Social media / public statement (if applicable)

Sample Message Templates

Internal Holding Message (Teams or SMS)

“An operational issue is being addressed near [location]. All departments, please standby for updates. Do not communicate externally. Follow direction from your lead.”

Client Update (Level 2)

“At approximately [time], an issue occurred involving [brief description]. No injuries reported. Our team is implementing backup procedures, and service will resume shortly. We will keep you updated at [time].”

Public / Attendee Alert (Level 3)

“Attention: For your safety, please exit the [area] immediately and proceed to [muster point]. Staff are available to assist. We will share more information as soon as it is available.”

Escalation & Notification Chart

Trigger	Escalate To	Within	Notes
Any injury	Safety Officer + EP	2 min	Call 911 if needed
Evacuation decision	EP + Venue	Immediate	Show Caller pauses show
Technical failure	TD	2 min	TD to report mitigation steps
Protest / Threat	Security + EP	Immediate	Activate security plan
Weather alerts	Safety + EP	2 min	Monitor radar; issue shelter plan if required

Recovery Communications

Phase	Action	Responsibility	Notes
Reentry	“All clear” message, confirm systems	Safety + TD	Radio + signage
Resumption	Restart cues, announce new timing	Show Caller	Align with EP
Internal Recap	Send post-incident summary	EP or Ops Lead	Email or debrief meeting
External Follow-up	If needed, issue public statement or media reply	Comms Lead	Final copy approved by EP

Pre-Event Preparedness Checklist

- Emergency contacts for venue, medics, security, and utilities documented
 - Muster point signs printed and posted
 - Scripts for PA and signage pre-approved
 - Staff briefed during first onsite call
 - Radios checked and labeled by department
 - Backup lighting / power plans tested
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Version Control

- Plan Version: [e.g., 2025-05-30_v2]
- Prepared By:
- Last Reviewed:
- Next Scheduled Review:

Event Communications Plan Template

Purpose

This Communications Plan establishes a framework for how information will be shared before, during, and after the event. It defines the cadence, channels, responsibilities, and protocols that support clear, timely, and reliable communication across all stakeholders. Effective communication ensures that all teams are aligned on event objectives, operational changes, technical requirements, and risk management procedures. This plan aims to reduce errors, minimize duplication, and support coordinated decision-making across departments and vendors.

Event Details

- **Event Name:**
 - **Event Dates:**
 - **Venue / Location:**
 - **Venue Contact:**
 - **Primary Client Contact:**
 - **Event Owner / Executive Producer:**
 - **Production Company / Lead Agency:**
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Key Roles & Contacts

Role	Name	Organization	Email	Mobile
Executive Producer				
Technical Director				
Show Caller				
Site Ops Lead				
Health & Safety Officer				
Venue Contact				

A full contact list will be distributed in the master packet and stored in the central file directory (see File Management).

Primary Communication Channels

Channel	Description	Typical Use
Microsoft Teams (Team and Channels)	Primary collaboration space with defined channels by department or topic.	Pre-production coordination, document sharing, Q&A, task tracking.
Email (Outlook)	Formal communication for briefings, memos, or stakeholder updates.	Change notices, executive updates, logistics summaries.
Radio / Comms Headsets	Onsite real-time communication for show operations and safety.	Cues, technical adjustments, incident response.
SharePoint / OneDrive	Central repository for all documents with version control.	Run of show, CAD drawings, schedules, vendor packets.
Daily Briefings (In-person or Teams Calls)	Structured, recurring meetings with department heads.	Updates, schedule confirmation, issue resolution.
Run-of-Show Tools (e.g., Shoflo, ClickUp)	Live show documentation and cue tracking.	Show calling, tech cues, revision history.

All team members are expected to monitor Teams and email regularly and respond promptly during defined operational windows.

Communication Cadence

Communication	Audience	Frequency	Owner	Channel	Notes
Production Planning Call	Core Team	Weekly (biweekly until 4 weeks out)	Executive Producer	Teams	Agenda and recap required
Technical Design Call	TD + Vendors	As Scheduled	Technical Director	Teams	CAD updates, signal flows, infrastructure changes
Staffing & Logistics Update	Site Ops + All Crew	Biweekly (weekly inside 2 weeks)	Site Ops Lead	Email	Include maps, access times, PPE requirements
Daily Show Briefing	Department Heads	Daily Onsite	Executive Producer	In-Person / Teams	Mandatory attendance

Communication	Audience	Frequency	Owner	Channel	Notes
End-of-Day Recap	Core Team	Daily Onsite	Producer or TD	Email or Teams	Key issues, next day preview
Issue Escalation Notice	Impacted Parties	As Needed	Department Head	Teams + Radio	Follow escalation protocol
Post-Event Debrief	Core Team, Client	Within 5 Business Days	Executive Producer	Teams	Lessons learned + summary report

Issue Escalation Protocol

All issues must be escalated in a timely manner. Frontline staff should report issues to their department head immediately.

Category	First Contact	Escalates To	Timeline
Technical Failure	Department Head	Technical Director	Immediate
Safety Incident	Health & Safety Officer	Executive Producer	Immediate
Client Concern	Show Caller	Executive Producer	Immediate
Staffing Gap	Site Ops Lead	Executive Producer	Within 1 hour
Schedule Change	Show Caller	Executive Producer + TD	Prior to next department call time

File Management Standards

- **Central Repository:** All documents will be stored in the designated SharePoint site. Access will be granted based on role.
 - **Folder Structure:** Clearly labeled by category (e.g., /Production /Technical /Logistics /Talent /RunOfShow)
 - **Naming Convention:** [EventCode]_[YYYYMMDD]_[DocType]_[Version].pdf
 - **Version Control:** Only designated leads may upload or overwrite live documents.
 - **Backup Access:** Department leads must download key documents for offline access.
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Expectations & Best Practices

- Monitor Microsoft Teams during working hours; escalate issues promptly.
- Radio use must be clear, brief, and professional; avoid cross-talk and unapproved chatter.
- Confirm receipt for time-sensitive communications.
- Share updated versions of documents through the central file location; avoid attachments with unclear versioning.
- All key decisions must be documented either in Teams threads, meeting notes, or version-controlled files.

Start of Shift Briefing

Good day and welcome the project site. I want to take a moment to emphasize the importance of safety as we continue to operate in and around this dynamic and active construction environment.

Our work here demands a high level of attention to safety, not only for your well-being but also for the success of our project. Before we get started, let's go over some critical safety reminders:

1. **Personal Protective Equipment (PPE):** Make sure you are wearing the appropriate PPE for your specific tasks. This includes hard hat or helmet, a high-visibility vest, and boots at a minimum until otherwise announced. Always ensure that your PPE is in good condition.
2. **Hazard Identification:** Take a moment to assess your surroundings. Be aware of heavy equipment, moving vehicles, overhead loads, and potential trip hazards. Report any unsafe conditions immediately to your supervisor.
3. **Communication:** Effective communication is key to safety. Use radios or designated signals to communicate with your colleagues, especially in noisy environments. Make sure you understand and are understood by your team.
4. **Fall Protection:** If you are working at heights, ensure you are using appropriate fall protection equipment, such as harnesses and lanyards. Inspect them regularly and report any damage.
5. **Emergency Response:** Familiarize yourself with the location of emergency exits, first aid kits, fire extinguishers, and eye wash stations. Know how to use them and understand the evacuation procedures. If an injury happens – TREAT the victim, **then** NOTIFY production management.
6. **Fatigue Management:** Ensure you are well-rested and alert. Fatigue can impair judgment and reaction time, leading to accidents.
7. **Teamwork:** Look out for one another. If you see a colleague in an unsafe situation, intervene or report it to a supervisor. We are all responsible for each other's safety.
8. **Weather Conditions:** Be prepared for changing weather conditions. Extreme heat, cold, rain, or wind can impact our work and create additional hazards.
9. **Emergency Contacts:** Keep the below three phone numbers in your phone:
 1. **Mine** – *Safety officer to list their mobile phone number.*
 2. **Jane Smith, Production Manager** – 312-555-1234
 3. **Jill Smith, Production Director** – 312-555-9876

Remember, safety is not just a checklist; it's a mindset. Every decision you make on this job site should prioritize safety. We have a responsibility to ourselves, our colleagues, and our company to ensure that we all return home safely each day.

If you have any questions or concerns about safety procedures or if you encounter any unsafe conditions, please don't hesitate to reach out to your supervisor or our safety officers. We are here to support you and ensure that we maintain the highest safety standards throughout this project.

Thank you for your commitment to safety, and let's have a productive and incident-free day. Your well-being is our top priority.

[Lead Stretches as prescribed.]

Stay safe, everyone!

Start-of-Shift Stretches

Safety Officer/Department Head to Lead

Neck Stretch:

- Gently tilt your head to the left and hold for 15 seconds.
- Repeat on the right side.

Shoulder Rolls:

- Roll your shoulders backward in a circular motion for 15 seconds.
- Roll them forward for another 15 seconds.

Hip Flexor Stretch:

- Stand with your feet hip-width apart.
- Take a step back with one leg, keeping both feet on the ground.
- Bend your front knee slightly and push your hips forward.
- Hold for 15 seconds on each leg.

Calf Stretch:

- Stand with one foot in front of the other.
- Bend your front knee and keep your back leg straight.
- Lean forward slightly to feel the stretch in your calf.
- Hold for 15 seconds on each leg.

Quad Stretch:

- Stand with your feet hip-width apart.
- Lift one foot behind you, bending your knee and holding your ankle with your hand.
- Gently pull your heel towards your buttocks.
- Hold for 15 seconds on each leg.

Forward Fold:

- Stand with your feet hip-width apart.
- Slowly bend at the waist, reaching your hands towards your toes or shins.
- Hold for 15 seconds to stretch your lower back and hamstrings.

Tabletop Exercise

Event Name

Event Date & Time & Location

Event Notes

Event Mission and Goals

Threat or Hazard

Access the Threat

Scenario (s)

Communication Plan

Participant and Attendee Plan

Notes

